

**CALIFORNIA EMERGENCY SERVICES ADVISORY BOARD  
JULY 24, 2002  
MEETING MINUTES**

**HYATT REGENCY ORANGE COUNTY  
11999 HARBOR BLVD  
GARDEN GROVE, CA 92840**

**PRESENT**

Karen Bottancino – Los Angeles Police Department  
John Bush – Santa Clara County Communications  
Joan DeCrescenzo – 9-1-1 Office  
Lynn Diebold – Monterey County Communications  
Jim Emmett – Monrovia Police Department  
Hanan Harb – San Diego Sheriff's Office  
Jeanne Hardin – Stanislaus County Emergency Dispatch  
Bill McMurray – Marin County Sheriff's Office  
Theresa Murray – Sacramento Police Department  
Karen Portlock – Ventura County Sheriff's Department  
Daphne Rhoe – 9-1-1 Office  
Tim Riley – Newport Beach Police Department  
Shelley Santy – Newport Beach Police Department  
Jana Snowball – Yolo County Emergency Services Agency  
Joy Willis – Shasta Area Safety Communications Agency  
Sue Wright – California Highway Patrol  
Chip Yarborough – Mountain View Police Department

**ABSENT**

Rex Martin – San Francisco Emergency Communications Department  
Kelly Atchley – Placer County Sheriff's Office

1. **Call to Order** was initiated by Daphne Rhoe at 1000 hours.
2. **Roll call** was taken and introductions were done around the table to acquaint the new CESAB members with the old. Daphne provided an overview of a typical meeting for the new members.
3. **READING AND APPROVAL OF MINUTES** - As few members had received a copy of the minutes of last meeting, this item was tabled until next meeting.
4. **CESAB MISSION/BY-LAWS** - Daphne had provided a copy of the existing CESAB Mission Statement and By-laws to new members prior to the meeting and reviewed them asking if there was a need for any clarifications, additions or deletions. She emphasized that members are representatives of the PSAP community at large versus focusing on

individual department issues. A question arose regarding CESAB attendance and it was determined that the By-Laws had been amended at the meeting June 20, 2001, in Newport Beach, outlining requirements to remain an active member. If a CESAB Board Member (both primary and alternate) miss two meetings in a row, or two meetings out of four, that Member agency loses its place on the board and will be replaced.

Daphne also asked that members commit to attend the entire meeting and make travel plans accordingly. This will allow subcommittee work to be done on site with a support system of subcommittee follow-up to get things done.

**NOTE:**

Effective July 1, 2002, the cost of a hotel room (one night, "reasonable cost"/Not to exceed State rate), airfare, per diem (state rate) and car if necessary may be reimbursed. Members should submit a TD290 to their 9-1-1 Consultant in advance with an estimate of costs for approval. The one night hotel can be either the night prior or the night of the meeting day at the member's discretion.

**5. REVIEW OF ACCOMPLISHMENTS/LESSONS LEARNED**

**CLEC Subcommittee** has worked into the "Technical Issues Forum" consisting of subject matter experts who participate in a conference call every other month. The coordinator and driving force behind this is Karen Portlock. John Bush said that Mike Guzzi told him some CLECs who had been "double-dipping" funds from the State 9-1-1 program were identified and the practice brought to a close. CLECs seem to be on the decline. Many are going out of business combined with users migrating toward wireless. The CLEC subcommittee for CESAB purposes is no longer needed.

**Customer Premise Equipment (CPE) Subcommittee** disbanded as their work was complete with the State completing their Procurement and Contract instruments for CPE. Tim Riley provided feedback of his experience with the new procurement process in upgrading the Newport Beach 9-1-1 equipment. He also shared comments he has received from other agencies going through the process. He said he hoped the 9-1-1 Office would use the information to improve future PSAP projects.

**The 3-1-1 Committee** had disbanded following the veto last year of the 3-1-1 proposed legislation, however the recent revival of 3-1-1 (AB 669) has brought the topic back to the forefront. AB 669 has been referred to Appropriations Committee. Board Members agreed that recommended language changes provided to Assemblymember Hertzberg last year would stand, and no further effort would be made on this issue at this time. The Committee will remain suspended as we follow the progress of this latest bill.

\* As a side note, Bill McMurray recognized and thanked John Bush for his efforts, particularly on the Legislative front, in keeping everyone informed.

**The WIRELESS Committee** will remain with Sue Wright as the chairperson. Other members are Shelley Santy, Lynn Diebold, and Jim Emett. More on this topic below.

**Telematics and Non-Traditional Call Centers Committee** is no longer necessary. The proposal for medical call centers (i.e. doctor's office) was defeated.

**Network Reliability Committee** has transformed into NGEN (Next Generation 9-1-1 Network). Along with a State project headed by Joan DeCrescenzo, the committee will be looking at how the State network will be structured. Committee members are Terry Murray, Karen Portlock, Sue Wright, Tim Riley and Chip Yarborough.

## **6. TOP FIVE IMPORTANT ISSUES AND SUBCOMMITTEES – DISCUSSION**

**WIRELESS E9-1-1:** There was a lengthy discussion about Phase 1 and Phase 2 impact and future plans. John Marengo was unable to attend this meeting due to Jury Duty, but may be available for the CALNENA meeting tomorrow to discuss Wireless 9-1-1 update. Daphne indicated he is in the process of putting together some FAQs for the website.

Karen Bottancino and others asked about reimbursement for taking wireless calls and how it would impact funding allotments. Daphne indicated that the State will not fund "anticipated" calls, that PSAPs would need to show the increase in call volume. Karen Portlock inquired about the software that the State was going to pay for that would determine the number of wireless calls transferred to PSAPs. According to Sue Wright, the CHP is able to count the total number of wireless calls transferred, but the software does not allow them to break it down by PSAP.

Some of the items the Wireless subcommittee will address in the coming months will be to put together suggestions/best practices regarding: 1) cost impact/equipment and staff; 2) how should a PSAP prepare (technology); 3) collecting Phase 2 data, etc.

Mapping is another integral part of wireless 9-1-1. George Hardin is working on this portion and will have more information at the CalNENA meeting tomorrow.

**NGEN:** The NGEN Committee will be looking at current service versus projected service, with both wireless and wireline.

**TRAINING AND PUBLIC EDUCATION:** The third committee will be the Training and Public Education Committee consisting of Hanan Harb (chairperson), Chip Yarborough, Sue Wright and Jim Emett. Their focus will include PBX systems, public education responsibilities and wireless callers.

There were only these 3 items identified as "top issues" at this time, with the option to add more at future meetings.

**7. 9-1-1 PROGRAM UPDATE**

Daphne indicated that she had covered most of the 9-1-1 Program update with previous discussions during the meeting. She will also be providing another update during the CALNENA meeting tomorrow.

A total of \$63,117,000 was transferred June 30, 2002, to the State General Fund from the 9-1-1 Fund. Daphne said the fund transfer would not affect the ability to administer the 9-1-1 program. The amount approved for wireless E9-1-1 implementation is still there. Based on the approved spending plan and the wireless E9-1-1 deployment schedule, there are two more years of special budget augmentation remaining.

**8. NEW BUSINESS**

Jim Emmett asked why a TD290 reimbursement of PCS lines is necessary as it complicates a process already in place. Daphne advised that some PSAPs are using the lines for long distance calls, and her staff has to audit thousands of bills which includes determining actual PCS line cost versus long distance charges. Lynn Diebold suggested either not allowing long distance calls to be made from PCS lines, or putting the burden on the PSAP to use the lines as they wish and request to be reimbursed. Daphne indicated she would take another look at the PCS line issue with Joan Decrescenzo and Dawn Losel. Daphne added that the 7 -digit line issue would remain the same as discussed last year.

**9. ANNOUNCEMENTS**

Joy Willis advised that there is some recruitment material in the works. A new video from POST for recruiting dispatchers; PSAs that are broadcast quality ready for sworn and civilian personnel; two-hour course for supervisors and managers on recruitment and retention will be available by December 2002. There are also grants available. Terry Murray said that Sacramento PD has used a grant for recruitment via their website, busses, PSAs, etc.

Joy also indicated there is a draft proposal for training EMD statewide for liability protection.

Jeanne Hardin said that Northern California Training Institute is offering a 260 hour "9-1-1 Emergency Communications Dispatch School" for a \$2,000 fee. The class is evenings and Saturdays for 15 weeks and there is an extra charge for a POST Certificate. Their website is [www.ncti-online.com](http://www.ncti-online.com).

Joan Decrescenzo said that another project the state is working on is an MIS Contract. This is George Hardin's project and the intent is to replace the current CARS/FRNIS reports.

**10. ESTABLISH MEETING SCHEDULE**

The next meeting is October 2, 2002, at the Reagan Presidential Library in Simi Valley. Karen Portlock is hosting the event and would like to be notified if you plan to attend to get a head count . Time will probably be 1000-1700, but she may need to move the start time to 0900. More to follow.

The CALNENA Annual Conference is January 21 – 24, 2003, at the same Hyatt Hotel as this year. Due to conflicting commitments, it was decided not to have the CESAB meeting during CALNENA.

Meetings for 2003 all occur on Wednesdays on the following dates:

February 26, 2003	San Diego	1000-1700h
May 14, 2003	Mountain View	1000-1700h
August 20, 2003	Monterey	1000-1700h
November 19, 2003	Monrovia	1000-1700h

**11. AJOURN**

Daphne suggested a Certificate of Appreciation for those CESAB members who have served the past two and a half years in recognition of their dedication, time and ideas. The State Program Office will take care of this.

This is John Bush's last meeting. Thanks to John for keeping us informed and for his work on the CALNENA Board, especially as President this year.

The meeting was adjourned at 1700 hrs.